

Driving decarbonization and digitalization. Together.



Senior Sales Operations Specialist (f/m/div)

Job description

Are you ready to embrace a new opportunity in sales support? Are you an adept communicator with the ability to build connections across diverse stakeholders? If this describes you, we encourage you to pursue the Senior Sales Operations Specialist role in Porto and join our dynamic and ambitious team at Infineon. Don't let this thrilling chance pass you by – submit your application today and be part of our exciting journey!

As a Senior Sales Operations Specialist, your duties involve being the initial contact for customer requests, managing escalations, and participating in customer meetings and calls. Additionally, you will collaborate with the Business Unit and Account Manager to prepare commercial offers, support RFQ data verification, sales forecast updates, and VPA tracking. Furthermore, you will handle sample requests, conduct basic analyses, update reports, coordinate document sharing, and lead contract coordination at a higher level.

In your new role, you will:

- Be the **first entry point for customer requests**, being able to give first level response and channel the request internally, resolving escalations independently
- **Attend customer meetings/calls** to discuss topics, **review service levels** and **build relationships**
- **Prepare commercial offers** with support from Business Unit and Account Manager in SAP CRM tool
- **Support Account Manager** with **RFQ data verification, sales forecast updates and VPA tracking**, for medium-size companies and products with intermediate complexity
- **Process sample requests** from **customers** and **support data entry** into CRM Dynamics according to guidance from Field Application Engineer or Account Manager
- Conduct **simple analysis, update reports and create credit/debit notes** in ERP system
- **Send documents to customers** on PCN/PD and **coordinate follow-up calls** with customer and internal stakeholders
- Lead enrichment, including updating Sales, Marketing and Distribution (SMD), with possible contact with the customer to validate the opportunity
- **Coordinate contracts between customer and internal departments, on a higher level**

Profile

At a glance

Location:

Job ID: **HRC0891879**

Start date: **Sep 02, 2024**

Entry level: **1-3 years**

Type: **Full time**

Contract: **Permanent**

Apply to this position online by following the URL and entering the Job ID in our job search. Alternatively, you can also scan the QR code with your smartphone:

Job ID: **HRC0891879**

www.infineon.com/jobs



Contact

Diogo Venâncio

Recruiter



You have a passion for sales operations and are not afraid to initiate relationships with new contacts. You have a structured, self-driven working style and a strong business mindset. You keep the big picture in mind and enjoy taking the initiative. Moreover, your team player attitude gives you the ability to motivate and inspire your team.

You are best equipped for this task if you have:

- A **University/College** degree is mandatory
- At least **2 years of work experience** in a **customer support role**, ideally in **sales support**
- Service oriented attitude, **good interpersonal and communication skills**
- Independent capacity to meet goals and directions based on general guidelines, as well as good decision making capacity within the standardized processes
- **Fluency in English** (good fluency of German, Spanish, Italian or French is a plus)

Benefits

- **Porto (Maia):** Coaching, mentoring, networking possibilities; Wide range of training offers & planning of career development; International assignments; Different career paths: Project Management, Technical Ladder, Management & Individual Contributor; Flexible working conditions; Hybrid work model; Discount at on-site gym; Sabbatical; Birthday off; Medical coverage; Free parking available; Health promotion programs; Private insurance offers; Access for wheelchairs; Possibility to work remotely from abroad (EU); On-site canteen available; Service anniversary bonus; Wage payment in case of sick leave; Annual performance bonus

Why Us

#WeAreIn for driving decarbonization and digitalization.

As a global leader in semiconductor solutions in power systems and IoT, Infineon enables game-changing solutions for green and efficient energy, clean and safe mobility, as well as smart and secure IoT. Together, we drive innovation and customer success, while caring for our people and empowering them to reach ambitious goals. Be a part of making life easier, safer and greener.

Are you in?

- Feel welcome at Infineon Shared Service Center in Porto! -

Our multifunctional business model is focused on high quality services through operational excellence with engaged people. We are recognized globally at Infineon as a valuable business partner.

These are the main business services on our site: Finance, Procurement, Human Resources, Cyber Security, Robotic Process Automation, IT, Audit, Legal, Compliance, Business Continuity among other areas that consolidate us as a high quality partner.

You will find a very open and approachable working culture at Infineon Porto, focused on promoting our people engagement and well-being at work.

We are on a journey to create the best Infineon for everyone.

This means we embrace diversity and inclusion and welcome everyone for who they are. At Infineon, we offer a working environment characterized by trust, openness, respect and tolerance and are committed to give all applicants and employees equal opportunities. We base our recruiting decisions on the applicant's experience and skills.

We look forward to receiving your resume, even if you do not entirely meet all the requirements of the job posting.

Please let your recruiter know if they need to pay special attention to something in order to enable your participation in the interview process.

[Click here](#) for more information about Diversity & Inclusion at Infineon.

